

Re-Sending an Invoice

Re-Sending an Invoice

In some cases, it may be necessary to re-send an invoice.

For example, if the client mistakenly deleted the email, the admin can search up the original invoice and send it again.

There are two different methods through which this can be done.

- Through the user's history.
- Through the search invoice page.

Through User Search

The user search can be found under the menu tree:

- **User Management -> User Search**

Once on the user search page, enter the user information and search the user.

User Search ?

Toggle More Options

Username / Name / Email

Account Number




☐ Enabled Only

☒ Any Users

☐ Disabled Only

Search

In the results section, click on the **username** to access the user's profile.

	Username	Full Name	Address	City	Account Number	Phone Number	User Type	User Directory
  	jdoe	Doe, Jane	123 Any Street	AnyTown	JD321 JD321		Resident 1	OPSCOM

Once on the user's profile, hover over **History** and navigate through the menu **History -> All Records** to access the list of this user's transactions.

Profile ▾ Lockers Vehicles Parking Payments **History ▾** Incident History Doe, Jane (jdoe)

People Alarm

Basic Profile Information Edit

Enabled Yes

User Directory

Unique ID

User Type

Username

Name

Email Address

Phone Number

Date of Birth

Preferred Language

Vehicles Edit

Status	Plate	Type	Province	Make	Year
Active	ABC461	Passenger	Ontario	Cadillac	2001

Showing 1 vehicles.

Active Permits

Permit	Active Window	Lot Name	Amount
STAFF1000	S : TEST	Company Staff lot	\$113.00

Locate and click on the **invoice number** that needs to be re-sent.

This will open the invoice preview page.

Viewing Jane Doe's History

[? Complete History Log 26](#)

Invoices 3						
Billing Date	Due Date	Invoice #	Items	Amount		Pay Date
Nov. 19, 2020	Dec. 19, 2020	1019	1	\$28.25	Processed:	Aug. 20, 2024
Nov. 19, 2020	Dec. 19, 2020	1019	1	\$0.00	Processed:	Aug. 20, 2024
Nov. 19, 2020	Dec. 19, 2020	1020	1	\$0.00	Processed:	Aug. 20, 2024

Once in the invoice preview page, locate the **Re-send Email** button.

Click on this button to re-send the invoice.

Sample Invoice

Address of Invoicing Company
Address line 2
Address line 3

Invoice

Bill To: Jane Doe
Jane Doe
123 Any Street
AnyTown, ON
K0A1A0

Invoice No.: 1019
Date: 11/19/2020
Due Date: 12/19/2020

Name	Item	Item Details	Quantity	Rate	Amount	Tax
Jane Doe	Permit	2500 Window: Long Term Parking Lot: GOL	1	\$25.00	\$25.00	Yes

Subtotal \$25.00
Taxes \$3.25
Total \$28.25

Balance Due \$28.25

Paid on Aug 20, 2024

Re-send Email

The invoice email will be re-sent to the user.

The title will indicate that it is an invoice that has been re-sent.

Re-sent: Invoice is ready: Jane Doe

From: [REDACTED]

To: [REDACTED]

Through Invoice Search

The other way to locate an invoice to re-send is using the **Invoice Search** tool.

The page can be found under the menu tree:

- **Permits -> Invoice Search**

This will open the invoice search page.

Invoice Search

[Toggle More Options](#)

Billed On	<input type="text" value="Billed On Start"/>	<input type="text" value="Billed On End"/>
Due Date	<input type="text" value="Due Date Start"/>	<input type="text" value="Due Date End"/>
Cancelled Status	<input type="text" value="Cancelled and Valid"/> ▼	
Paid Status	<input type="text" value="Paid and Unpaid"/> ▼	
Invoice Number	<input type="text"/>	
First / Last Name	<input type="text"/>	
Company	<input type="text" value="Any Company"/> ▼	

Enter the search criteria and click search.

Locate the invoice number within the results and click on it.

4 records found.

Lot ADA Temp Lot

#	Account	Invoice	Billing Date	Due Date	Permits	Parking	Tax	Total	Status	Paytype	Lock	Processed Date	Cancel
	Jane Doe	1019	Nov 19, 2020	Dec 19, 2020	1	\$0.00	\$0.00	\$0.00	Paid	Cash		Aug 20, 2024	Cancel
	Jane Doe	1020	Nov 19, 2020	Dec 19, 2020	1	\$0.00	\$0.00	\$0.00	Paid	Cash		Aug 20, 2024	Cancel

Lot Guest Overflow Lot

#	Account	Invoice	Billing Date	Due Date	Permits	Parking	Tax	Total	Status	Paytype	Lock	Processed Date	Cancel
	Jane Doe	1019	Nov 19, 2020	Dec 19, 2020	1	\$25.00	\$3.25	\$28.25	Paid	Cash		Aug 20, 2024	Cancel

Lot Red Student Lot West

#	Account	Invoice	Billing Date	Due Date	Permits	Parking	Tax	Total	Status	Paytype	Lock	Processed Date	Cancel
001	ACME Meters	1018	May 29, 2019	Jun 28, 2019	2	\$1,050.00	\$136.50	\$1,186.50	Paid	Electronic Funds Transfer		Sep 26, 2022	Cancel

Like with the previous method, this will open the invoice preview where the re-send email button can be found.

Address of Invoicing Company
Address line 2
Address line 3

Sample Invoice

Invoice

Bill To:

Jane Doe
Jane Doe
123 Any Street
AnyTown, ON
K0A1A0

Invoice No.: 1019
Date: 11/19/2020
Due Date: 12/19/2020

Name	Item	Item Details	Quantity	Rate	Amount	Tax
Jane Doe	Permit	2500 Window: Long Term Parking Lot: GOL	1	\$25.00	\$25.00	Yes

Subtotal \$25.00
Taxes \$3.25
Total \$28.25

Balance Due \$28.25

Paid on Aug 20, 2024

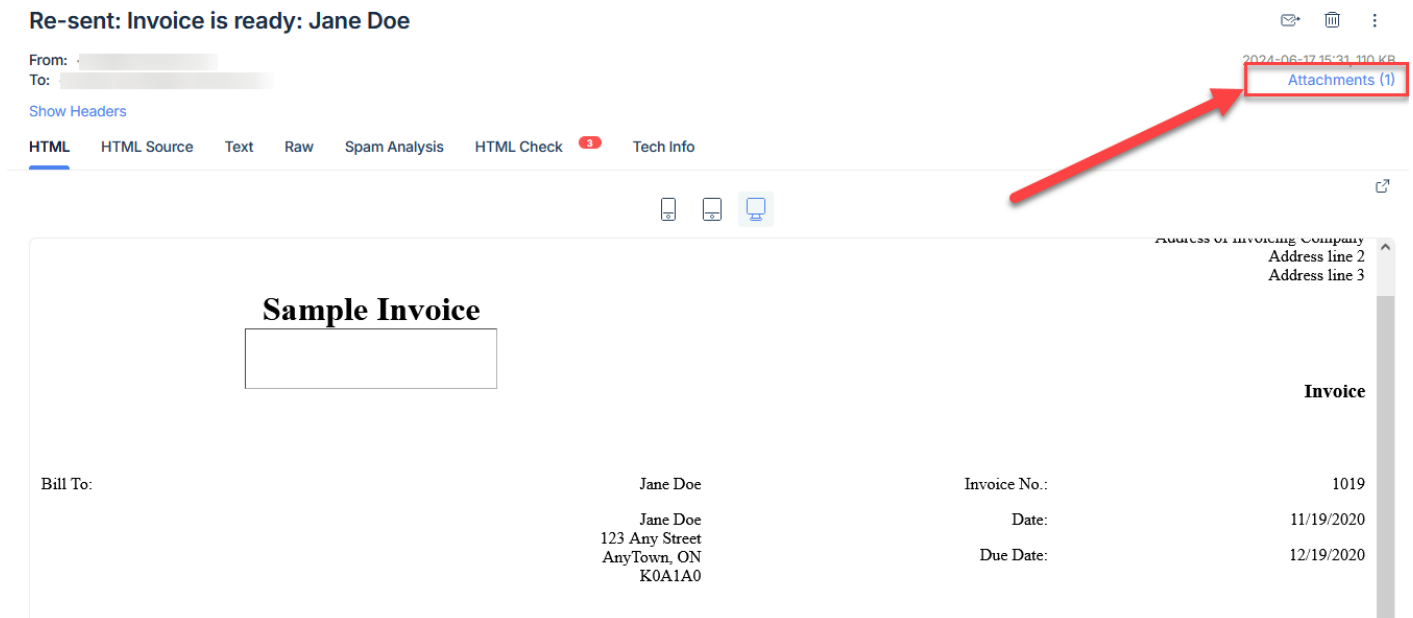
Re-send Email

This will re-send the invoice email to the user.

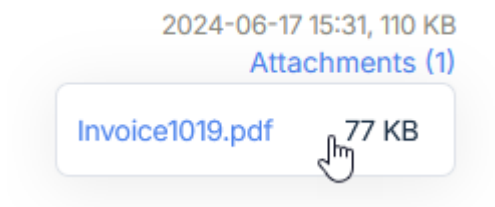
Printing From Emailed PDF

A PDF of the invoice can be printed from the email that was sent.

First navigate to the invoice email in the client email and find the where attachments are stored.



In this example, the attachments are located in the top right.



Download the PDF when prompted.

After the file has been downloaded, the PDF will automatically open, likely in the web browser.

Printing directly from this page will result in the printout being cut-off. To prevent this, first download the PDF to your computer disk.

The save button will be located in the top right.



Save the file to the preferred location and open it with any PDF reader.

From here, print the PDF like a normal document while ensuring that the print scale is set to 100%.

This will prevent the printout from being cut-off.

Revision #3

Created 13 September 2024 15:58:03 by Nicole

Updated 5 May 2025 09:49:15 by Nicole